

How to Setup a new admin account after old admin leaves the company

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Problem:

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Solution:

Scenario 1: When the admin of company account leaves and there is no other existing admin account for that company.

The firm will need to register the new admin account by going the standard registration process at <https://www.elationsys.com/APP/Registration/>

Scenario 2: There is a back-up admin for the firm. The below steps can be followed:

The existing backup admin can create a new additional admin account as follows:

- A. To create a new user account
 - 1) Click on the Configuration Tab,
 - 2) Click on the Add button located in the center panel.
 - 3) Fill in all the yellow fields and select Company Admin as the user type, then click Save/Submit button
- B. Assign users to projects
 - 1) Click on the Configuration Tab
 - 2) Click on the Assign Users to Projects tab located at the top of the center panel
 - 3) Click on the new admin username, then check the checkbox next to the project name that you want to assign to the new user.
- C. Assign the new admin user to the Admin group
 - 1) Click on the Configuration tab
 - 2) Click on the Group Related Options link in the left side panel
 - 3) Click on the Assign Users to Groups tab in the top of the center panel
 - 4) Click on the new admin username, then click on the Admin group box.